



Dear Guest,

We are delighted that you have chosen to stay at Lakeland View when visiting Keswick. Your health and safety are our top priority, and we want you to know that we have worked hard to ensure that everything is ready to welcome you for a relaxing and enjoyable stay with us. Detailed below for your information and comfort, is a guide to help you plan your stay. We apologise if it is a little wordy! ☺

Following the outbreak of COVID-19, you should not travel to our guest house if you are experiencing any symptoms. If this is the case, please contact us to cancel and rearrange your stay. Our cancellation policy is 24 hours prior to your arrival. We kindly ask that you adhere to government guidelines regarding COVID-19 at all times <https://www.gov.uk/coronavirus>.

We are working hard at all times, to take all of the appropriate measures to reduce the risk of infection from COVID-19 for our guests and us as a family.

IMPORTANT: During your stay with us, if you should start to show any signs of the COVID-19 Virus (i.e. high temperature, continuous cough or a loss or change to your sense of smell or taste), we would ask you to isolate in your room, make us aware using the contact details below and call NHS 111. If you are able to drive, or the person you are travelling with is, we would ask that you safely make your way home to self-isolate for 14 days and ensure no onward risk of infection to others at our property.

YOUR ARRIVAL

Where possible, we ask that you let us know your intended arrival time to ensure that one of us is here to greet you and answer any questions that you may have. You have an allocated car parking space at the rear of our property. Check-in time is from 2pm, however, you can park your car earlier, but you just won't have access to your room until 2pm.

When you arrive, we will show you to your sanitised room, which will have your guest room key in the door. This will have been sanitised by us. If we are unfortunately not here when you arrive, we will send you a text with a passcode so that you can access the key safe, which can be found to the right of the door at the entrance of our property (in front of the parking spaces).

Hand sanitiser is available for you to use at the entrance/exit door of our guest house. We would kindly ask that you please make use of this as you enter the building. Obviously, we understand if you would prefer to use your own!

YOUR STAY

Your guest room will have received a deep clean, including the disinfectant of: handles, remote control, desk, light switches, plug sockets, bedside tables and lamps, tea tray, coat hangers and bathroom/blinds/cushions/chair. We will also have all windows and doors open during cleaning of the room this process is to ensure proper ventilation.

During your stay, your guest room will not be entered by us until the day you leave, unless there is some assistance that requires us to enter your room. If you require extra milk/tea/coffee/water/biscuits or fresh towels etc. you can text us on our mobile (shown at the end of this message) and we will deliver the items to your door.

Fresh bedding and towels are provided, which we hire from a laundry specialist who uses high-efficiency washers and dryers, washing at a temperature above 60°C for optimal disinfection.



BREAKFAST

Our breakfast will be served with social distancing guidelines in place. To further minimise contact, we ask you to pre-order your breakfast by using a tick sheet that will be in your room. Once you have completed the form, could you please leave it for us to collect in the silver box on the stairwell before 6pm the night before.

We abide to a strict hand washing, surface cleaning and sanitising regime.

We would ask for you to arrive in the breakfast room for **8.30am**, where your breakfast will be served at your assigned table. Fresh milk, your choice of bread, orange juice and cereal (if selected), will already be on your table. Please help yourself to fresh coffee, hot water and use of the toaster, adhering to hand sanitising and social distancing guidelines with the other guests.

When you have finished your breakfast, we would ask that you to leave everything on the table and once the breakfast room is clear, we will undertake a deep clean of the area, tables and chairs etc. This room will then be 'off limits' until breakfast service the following morning.

YOUR DEPARTURE

If you have booked your stay via [Booking.com](https://www.booking.com), the payment will be automatically taken by them. If you have booked with us directly, you can either pay by cash, card or bank transfer. Unfortunately, we do not accept cheques.

Please accept our apologies for the overload of information(!), we just want to give you the peace of mind ahead of your stay, that we are trying our best to make sure that all steps are being made to ensure your health and safety during your stay with us.

We thank you for your understanding, but if you have any questions prior to your stay, please do not hesitate to contact us.

We look forward to welcoming you very soon!

Warmest regards,
Jeff & Katie

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